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1.1 Introduction

DVP322 optical time domain reflection is a dexterous, stable, durable optimized OTDR for broadcast and TV network, engineering installation of telecommunication network and maintenance testing.

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1.2 Main Features

- Rotating wheel operation，simple and convenient
- 4.3-inch color TFT touch screen, More direct observation and analysis,the operable in direct sunlight
- User-friendly operation interface, indoor and outdoor display mode
- Support multiple language input
- Shock, moisture，Suitable for field operation
- Replaceable lithium battery ，Work more than 8 hours
- Standard VFL red light source

back

1.3 Key Introduction

¡F1, F2, F3, F4, F5¡， five keys are respectively correspond to the function of the left marked on the screen

▲ ¡TAB¡ key is responsible for moving and switching action items.
▲¡ESC¡ Return or end of the operation
▲ ¡ Rotating wheel ¡ can turn the rotary wheel to select， press it to confirm. Double-click the wheel to exit.

▲ Auto ¡ Automatic test shortcut key.
▲ Test ¡ Average test key
▲ Real-time¡ Real-time test key
▲VFL ¡ red light source

▲ Menu key¡ ¡ Provide system version, upgrade and help information, etc.
▲ File key¡ ¡ Save, open, and delete test results.
▲ Setup key¡ Measurement, Analysis and system Setup
▲ Result key¡ ¡ display keys of the measurement result .

Power button, turns the unit On and Off.

back

1.4 Specifications

Technical Specifications：

distance range(km)	5m ~160km
pulse duration(ns)	5ns-20¦ s
Measurement time	User-defined (Intelligent associated) with real-time measurement function
wavelength	1310nm¡ 20nm / 1550nm¡ 20nm
dynamic range	31dB / 29dB
dead zone	event dead zone <2m attenuation dead zone <15m
distance accuracy(m)	¡ （1m +0.001%¡ distance + sampling resolution）
attenuation accuracy	¡ 0.05dB/dB
loss threshold(dB)	0.01dB
loss resolution(dB)	0.001dB
sampling points	128000
data storage	3000 traces

General Specifications：

LCD type	4.3 inch TFT 480¡ 272 dot matrix 16:9
fiber adapter	FC/PC SC/PC（option）
interface	USB、RJ45
battery	Rechargeable Li-Ion Battery Inside (Charging Time< 4hours, Working Time> 8hours)
power source	AC/DC adapter input AC90-240V ¡ 10% outputDC12V
operating temperature	0℃～40℃
storage temperature	-20℃～70℃
Comparative humidity	<80%
weight	<1kg
dimensions(mm)	200¡ 126¡ 62mm

back

1.5 Power Source

Use the following power：

- AC adapter / charger (connected to a standard power socket).
- Rechargeable lithium battery (the battery supply power automatically when it disconnects the AC adapter / charger).
- Charge the battery automatically when it connects the AC adapter / charger.
- Lithium battery pack .The fully chargeable battery can work for more than eight hours under normal circumstances .

Notes：Be aware of using random charger of the instrument, may cause damage to the battery pack.

back

1.6 Precautions 1

1 In any case, be aware of making the fiber optic connector or the end of fiber attached to the OTDR or VFL unit face the operator or other person's eyes. Otherwise this damages the vision of the irradiated person, even blindness!

2 Apply clean connector to connect OTDR, Prohibit strictly that the fiber connector with grease plugs connects with the instrument directly,Otherwise the instrument loses efficacy .

3 Do not under any circumstance allow the optical interface with the optical signal fiber connect the OTDR working, otherwise the serious precious devices may be damaged to cause instrument failure, so that the instrument has to return to the factory for repair.

4 The OTDR is engineering instrument . When used, the dirt might be into the optical interface resulting in a poor connection and affecting the instrument to use, so that the instrument has to return to the factory for repair.

back

1.6 Precautions 2

The method of usage:

To avoid this situation that a bad connection is caused by the dirt into the optical interface， the correct way to use : clean the jumper, especially the end face, with anhydrous alcohol before inserting a fiber optic connectors (jumper) every time . Then connect with the instrument until the alcohol has been evaporated. you should cap it with the dust cover immediately to prevent dust or other dirt adhering to the the OTDR fiber output port after testing.

The OTDR is equipped with high-power semiconductor laser, the output power of fiber is enough high to damage people`s eyes, we should pay special attention to it when used. The correct way to use is that the dust cover of the instrument optical interface can not be removed unless the unit is turned off. The instrument can be used after the measurement pigtail is Installed . The instrument should be closed after finishing the measuring , then screw the dust cover instead of the pigtail spin immediately.

back

1.7 Preparation 1

Make sure that the type of fiber connector is consistent with the instrument¡s optical connector:

The OTDR is equipped with FC / PC fiber-optic connectors (jumper), so the customer should prepare the matching measurement pigtail or adapter for the test in advance. Typically ,testers may face the following conditions:

1 The measured-fiber has been installed. The measured-side has been installed on the rack through some type of connector, the user should select FC / PC-XX / XX type jumper to connect. FC / PC-side connectes to the OTDR. XX / XX is adapter type of the measured fiber terminal on the rack, such as FC / PC, FC / APC, SC / PC, SC / APC, Therefore, to determine the type of connection jumper before the first use of the OTDR

2 The measured-fiber is bare fiber . The user should use a bare fiber adapter of FC / PC type or own weld a section of jumper.

Ensure that the type of measurement jumper is consistent with instrument, otherwise the measurement will lose measurement accuracy!

back

1.7 Preparation 2

Make sure the fiber end-face is clean:

Cleaning Method: We recommend that the user prepare isopropyl alcohol, cotton wool or fiber cleaner for cleaning. If unclean fiber connector has been used, the light solution can enhance Fresnel reflection in the fiber end-face to exceed the instrument bearing range, causing signal saturation and effecting dead zone index. The heavy solution can make pollutant attach to the light of the OTDR interface, causing instrument failure. The anhydrous alcohol cotton with cleaning is one-off , avoid the secondary pollution, wipe the special dirty fiber connector many times.

The user are suggested to apply additional optical fiber to reduce the dead zone. All OTDR has measurement dead zone, if the user is concerned in the near end dead zone, you can to add the optical fiber with known length to ¡eliminate¡ the dead zone. Additional fiber length is determined based on the user¡s experience. When evaluating the test result, the user should avoid this section of fiber.

back

2.1 On/Off

Rotating wheel switches between ¡off¡ and ¡cancel¡ , press it to confirm.

Operations： Power On button → Power On button → Turn the wheel → Press the wheel

After pressing the on-off button once, the on-off indicator light turn red and the instrument starts booting. When pressing the on-off button again, a dialog box about power off reminder will appear. Choose ¡off¡ to power off or ¡cancel¡ to maintain power on state.

back

2.2 Automatic Measurement

No checkmark indicates canceled in the box.

Rotating wheel selects the measurement wavelength.

Operations： AUTO key → Turn the wheel → Press the wheel → AUTO key

Description：The test parameters will be configured automatically according to test environment . Press ¡TAB¡ key to switch measurement results of different wavelength after the measurement . While measurement is in process, pressing the AUTO button will terminate the process.

back

2.3 Manual Measurement

Operations： Setup key → Parameter Setup → ESC key → Test key

Description: While measurement is in process, pressing the Test button will terminate the process.

back

2.4 Save the Measurement

fill in file storage information by the wheel and TAB key .

Operations: File key → Press the wheel → Turn the wheel → F1 key → fill in the file information → F1 key

Description: Press the File button slightly, enter the file interface. Save path can be selected in folder list of the left side of the interface. Turn the wheel to select the folder, press it to choose the folder, this folder contains files will be displayed in the middle of the file interface. Press the F1 key to store and enter into the file storage interface. Fill in the file information, then press the F1 key to save the file.

back

2.5 Fill in Information of the File

Operations：Turn the wheel → Fill in the file name → F1 key → TAB key → Turn the wheel → TAB key → F3 key

Tip: Press F2(file name) and F3 (file information) to switch between file name of the left side of the interface and file Information of the right side of the file`s interface. After filling in information of the file, press ¡F1" to save the file .

back

2.6 Send to USB

Operations： File key → F3 key → Press the wheel → Turn the wheel →TAB key → Turn the wheel →Press the wheel →F2 key → F4 key

Description: Press the File key slightly, then press F3 to open the collapse folders , Rotating wheel Browses folder, then turn the rotary wheel to select the file storage path . Afterwards, press the TAB key to enter the folder , Rotating wheel selects the file and press it to confirm, Press F2 to copy the file , finally, press F4 "send to U disk" .

back

3.1 Trace Operation

F1 key to

Rotate wheel to

the F2 key to

the F3 key to switch horizontal

F4 Display or

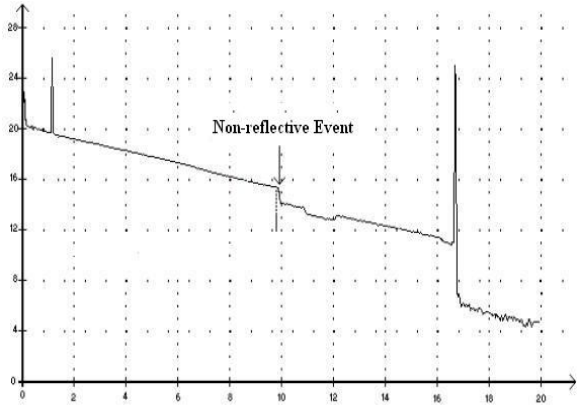
F5(Event Edit). Display or close the current event information, such as "fiber length", ¡total loss¡ the track is displayed in an appropriate ratio, and the cursor moves to the event.

Trace and event list will be displayed after measurement is completed. The events, which are detailed in event list, are noted by numbers along the displayed trace. When there is an event on the trace and the wheel is pressed, the corresponding cursor will switch to the event and display the parameters of this event .

back

3.2 Attenuation Event

Attenuation Event

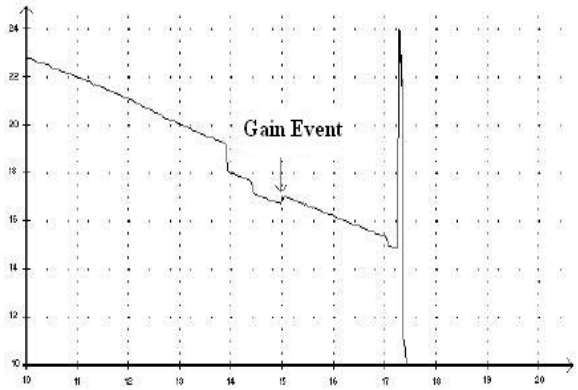


- This type of events is characterized by the sudden signal level reduction in the Rayleigh backscattered signal. They are the discontinuous points on the downward sloping trace.
- This type of events is usually caused by welding points, macro or micro bend on the fiber.
- If the threshold value has been set up, when the loss of the event exceeds the threshold value, the value will be displayed in the event list.

back

3.3 Gain Event

Gain Event



◆ This type of events points to a welding point with obvious gain. This is caused by having different backscatter characteristic at the welding point where the two fibers are connected.

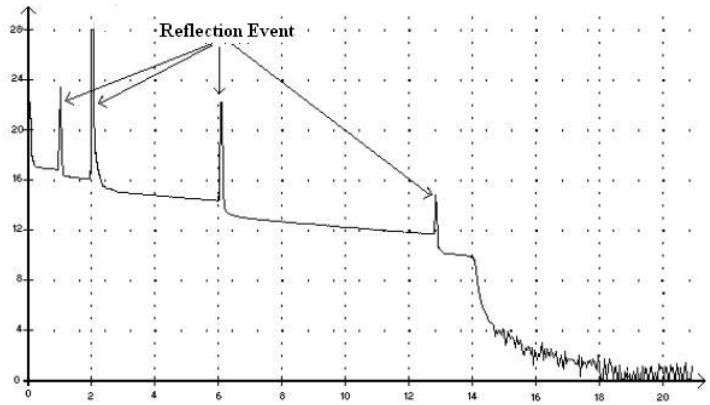
◆ Event list gives the loss for this event, but this value does not represent the actual loss for this point.

◆ The actual loss for this point can be obtained by performing bidirectional fiber measurement and analysis.

back

3.4 Reflection Event

Reflection Event



◆ The peaks on the trace represent the reflection events, which are caused by the interruption in refraction index.

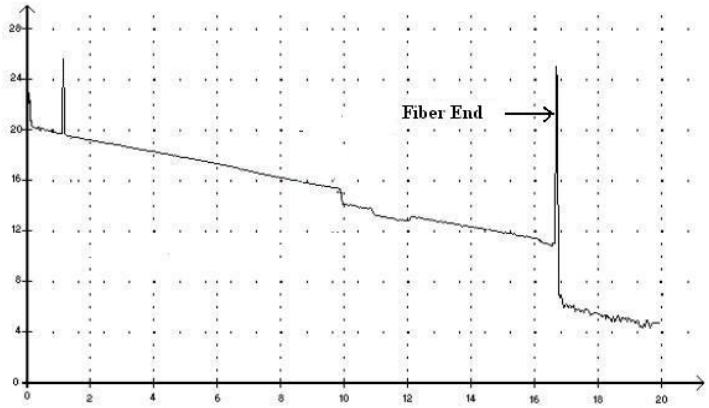
◆ Reflection events cause the majority of energy emitted onto the fiber to be reflected back to the light source.

◆ When a reflection event has occurred, it indicates that there might be connector or mechanical connection at the point. Or it might even have a bad welding point or crack.

back

3.5 Fiber End

Fiber End



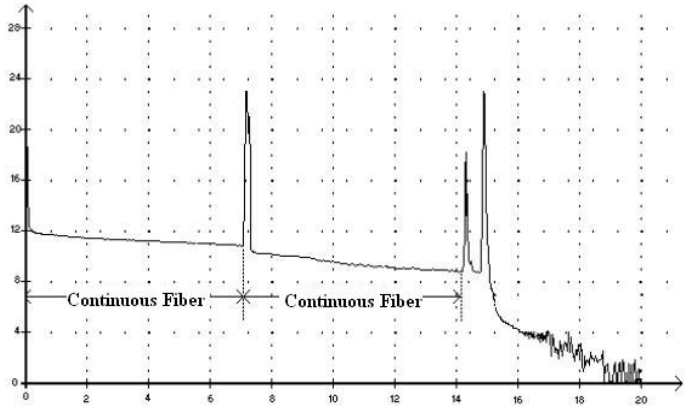
◆ This symbol indicates that there is no continuous fiber after the event point.

◆ The location of the event point indicates the total length of entire fiber.

back

3.6 Continuous Fiber

Continuous Fiber



- This symbol indicates that the fiber optic area has not event.
- The sum of the of length the continuous fibers in the entire optical fiber is equal to the total length of fiber detected .
- Event table gives the loss value of the continuous fiber, but not reflectance.

back

3.7 Create Folder

Create a new

Please refer to the use of the keypad.

Operations：File key → Press the wheel → Turn the wheel → F2 key → Fill in the file name → F1 key

back

3.8 Edit Folder

A"+" sign means it has sub-table and could be expanded. "-" sign means the sub-table has already expanded.

Press F1 ,copy the folder.

press F2 key, cut folder.

press the "F3" directory is deleted.

press "F4" folder is sent to the U disk.

Press F5, return to the previous menu.

Operations：File key → Press the wheel → Turn the wheel → F3 key → Edit Folder

Description: Rotating wheel selects the directory that you want to copy or cut a folder, press the F2 key, the directory is copied or cut to the target directory.

back

3.9 Edit File

Operations：File key → Press the wheel → Turn the wheel → TAB key → Turn the wheel → Press the wheel → Edit File

Description: If the user copy or cut the file, press F2 ¡copy¡ or ¡cut¡ , operating area will automatically be switched to the left catalogue area， press F2 "paste" key after selecting the target directory, the file will be pasted in this directory and showed in the list of files on the right at the same time

back

3.10 Save the File

Refer to the using of the keypad

Rotate wheel to select the folder that you

Press TAB key can switch to other options.

Operations： File key → Press the wheel → Turn the wheel → F1 key → Press the wheel → Fill in the file name → F1 key → TAB key → F3 key → Fill in the file information → F1 key

back

3.11 The Keypad

Operations： F4 key → Turn the wheel → Press the wheel → Fill in the file name → F1 key

Tip: rotary the wheel to input Chinese characters when the user use ¡全拼¡ to spell. press F1 key to enter into Chinese characters selection , rotary the wheel to scan the Chinese characters, press it to confirm.

back

3.12 Menu Option

By rotating the wheel or press F2, F3 key to choose among options.

Press the wheel or the F1 key to open the option selected.

Press F5 key to exit.

The user can view much information about instrument ,such as system version, user manual, work time, Contact us, battery voltage, and also use the instrument auto-correction function, distance correction function, system upgrades, the red light switch, calibrate the touch screen and so on. The function of the coefficient correction of measurement distance is only available to designated users.

back

3.13 Automatic Correction

By rotating the wheel or press F2, F3 key to choose among options.

Press the wheel or F1 key to begin.

Press the F5 key to exit.

If the customer realizes that it presences a relatively large deviation of the between current measurement results and the previous measurement result a period of time ,the user can correct the deviation through the function of ¡Automatic Correction" . Correcting the internal measurement parameters can improve the dynamic performance and normalize the curve.

back

4.1.1 Test Mode

Display area of detailed information for this tab.

Operations： Press the wheel → Turn the wheel → ESC key

Description: In the test setup interface, The current selected tab will be displayed in orange highlighted box in the test setup interface, the tabs which appear dimmed are not modified in the automatic mode. Press the wheel, select the tab, and detailed information on this tab will be displayed below. Rotate spin wheel to select the parameters and press the ESC key to end tab settings.

back

4.1.2 Wavelength

Operations： Turn the wheel → Press the wheel → Turn the wheel → ESC key

Note: The user can set the two wavelengths which are 1310nm and 1550nm. The current selected measurement wavelength will be displayed in the upper orange highlighted tab.

back

4.1.3 Distance Range

Operations： Turn the wheel → Press the wheel → Turn the wheel → ESC key

Note: The user should set distance properly according to actual length of fiber or the length obtained from auto test mode before the measurement. Setting up the distance too longer will cause extra long acquisition time and setting up the distance too short may cause the testing to fail.

back

4.1.4 Pulse Width

Operations: Turn the wheel → Press the wheel → Turn the wheel → ESC key

Note： Pulse width is width of high power optical signal emitted onto the measured fiber. The wider pulse width is, the longer distance the OTDR can measure, but wider pulse width will cause the dead zone to be larger too. Therefore, the choice of pulse width is related to distance of measured fiber. Wider pulse is needed to measure longer distance. This OTDR can set up its pulse width with test distance.

back

4.1.5 Acq. Time

Press the wheel, change the next digit, rotated spin wheel to change the value.

Operations： Turn the wheel → Press the wheel → Turn the wheel → Press the wheel → Turn the wheel → ESC key

Tip: Acquisition time will improve the signal¡s signal-to-noise ratio and generate more accurate measurement result. User should choose a reasonable acquisition time. Acquisition time is proportional to measurement dynamic.

back

4.1.6 Resolution

Operations： Turn the wheel → Press the wheel → Turn the wheel → ESC key

Note: Resolution here is indicated as OTDR sampling resolution. It is the shortest distance between two sampling points and it is used to determine the locating ability of OTDR. Again, sampling resolution is affected by the selection of pulse width and test distance.

back

4.1.7 Index

Turn the wheel to change the value， press the wheel to switch the digit the different wavelengths.

Operations： Turn the wheel → Press the wheel → Turn the wheel → Press the wheel → Turn the wheel → ESC key

Tip: Users can choose refraction index from 1.30000 to 1.70000. Changing refraction index will change the test result. The test result will decrease when the refraction index increases. Refraction index is provided by the optical or cable manufacturers. It is suggested that users use group refraction index of a length-known fiber and remember it.

back

4.1.8 Loss Algorithm

Turn the rotary selection loss algorithm.

Operations： Turn the wheel → Press the wheel → Turn the wheel → ESC key

back

4.1.9 Scatter Coefficient

Operations： Press the wheel → Press the wheel → Turn the wheel → Press the wheel → Turn the wheel → ESC key → ESC key

Description: Scattering coefficient is usually obtained from the optical cable manufacturers. Changing scattering coefficient will lead to change in event loss and reflectance. The value of the scattering coefficient is also be filled in with the numeric keypad. The user can press ¡Numpad¡(F4) to open the numeric keypad after selecting the number of bits (turns blue).

back

4.2.1 Language

Operations：Setup key → F3 key → Press the wheel → Turn the wheel → ESC key

back

4.2.2 Interface Style

Operations： Setup key → F3 key → Turn the wheel → Press the wheel → Turn the wheel → ESC key

back

4.2.3 Date Format

Turn the wheel to select the date format.

Operations：Setup key → F3 key → Turn the wheel → Press the wheel → Turn the wheel → ESC key

back

4.2.4 Date

Turn the wheel to change the value， press the wheel to switch the digit

Operations： Setup key → F3 key → Turn the wheel → Press the wheel → Turn the wheel → ESC key

back

4.2.5 Time

Rotating the wheel to change the size, press the wheel, change the next digit.

Operations：Setup key → F3 key → Turn the wheel → Press the wheel → Turn the wheel → ESC key → ESC key

back

4.2.6 Atuo Shut Down

Turn the wheel to select automatic shutdown time

Operations：Setup key → F3 key → Turn the wheel → Press the wheel → Turn the wheel → ESC key

back

4.2.7 IP Setup

At this point, turning the wheel to select the subnet mask, gateway, IP address.

switch to the next digit.

Operations：Setup key → F3 key → Turn the wheel → Press the wheel → Press the wheel → Turn the wheel → ESC key → ESC key

back

4.2.8 Distance Unit

Operations：Setup key → F3 key →Turn the wheel → Press the wheel → Turn the wheel → ESC key

back

4.2.9 Factory Reset

Operations：Setup key → F3 key →Turn the wheel → Press the wheel → Turn the wheel → ESC key

back

4.3.1 Threshold Setup

Turn the wheel to select manually set or automatically set.

Operations： Setup key → F2 key → Press the wheel → Turn the wheel → ESC key

Threshold setup can be done in two ways which are manual setting and default setting. Manual setting allows the user to customize Splice Threshold, Reflectance Threshold, Slop Threshold, and Fiber End Threshold. Default setting will set up all four parameters into factory default values and cannot be changed by the user.

back

4.3.2 Distance Offset

Rotate the wheel to change the value, press the wheel switch to the next digit or press TAB key to switch to the next one. You can also press F4 to use the numeric keypad to enter data.

Operations： Setup key → F2 key → Turn the wheel → Press the wheel → Turn the wheel → Press the wheel → Enter data → ESC key → ESC key

When Distance Offset is enabled, Offset value and Negative event can be set. Otherwise, these two parameters cannot be changed.

back

4.3.3 Splice Threshold

Rotate the wheel to change the value, press the wheel switch to the next digit or press TAB key to switch to the next one. You can also press F4 to use the numeric keypad to enter data.

Operations： Setup key → F2 key → Turn the wheel → Press the wheel → Turn the wheel → Press the wheel → Enter data → ESC key → ESC key

Splice Threshold can be set as Auto setting and Manual setting. The range of setting is from 0.01 to 5.99dB. Also, Splice Threshold must be set as Enable or it will not be functional.

back

4.3.4 Reflectance Threshold

Rotate the wheel to change the value, press the wheel switch to the next digit or press TAB key to switch to the next one. You can also press F4 to use the numeric keypad to enter data.

Operations: Setup key → F2 key → Turn the wheel → Press the wheel → Turn the wheel → Press the wheel → Enter data → ESC key → ESC key

Reflectance threshold can be set as Auto setting and Manual setting. Setup range is from -99 to -11dB. Also, Reflectance Threshold must be set as Enable or it is not as a reference of the event display. If want to display all events, please be sure that all threshold items are selected in Setup interface.

back

4.3.5 Fiber End Threshold

Rotate the wheel to change the value, also press F4 to use the numeric keypad to enter data.

Operations：Setup key → F2 key → Turn the wheel → Press the wheel → Press the wheel → Enter data → ESC key → ESC key

Fiber end threshold can be set as Auto setting and Manual setting. Setup range is from 3 to 15 dB.

back

4.3.6 Save Custom Setup

Turn the wheel to select "OK", "Cancel", "Rename", press the wheel to confirm.

Operations： Setup key → F2 key → Turn the wheel → Press the wheel → Turn the wheel → Press the wheel → Turn the wheel → ESC key

When the user check any one of the custom setting files and hit OK, system will save all current settings including Test Setup, System Setup, and Threshold Setup into this custom setting file. In order to reload conveniently these parameters when some settings be altered.

back

4.3.7 Select Custom Setup

Operations：Setup key → F2 key → Turn the wheel → Press the wheel → Turn the wheel → Press the wheel → ESC key

Recover certain custom setting and apply it for further operation.

back

5.1 Instrument Problems

Problem: A blank screen or fail to boot

- Cause 1： battery has no or low power
  Solution: charge the battery with AC adapter/charger provided
- Cause 2： improper use of charger.
  Solution ： confirm that the charger output is 12.0V, 1.2A.
- Cause 3： damaged battery
  Solution ： replace the battery
- Cause 4： hardware faults
  Solution ： depot for repair

Tip: The instrument will diagnose automatically the connection status in the measurement and display that the connection status is good or bad. If there is light signal in the measured line , the instrument will alarm automatically. If the customer realizes that it presences a relatively large deviation of the between current measurement results and the previous measurement result, the user can use the function of "automatic correction" to correct it .

back

5.2 Connection Problems

Question 1：Improper fiber connections cause error in measured trace ¡ less dynamic

Cause： ① improper jumper interface is used

② connector is dirty

③ connector is worn out

Solution ： ① replace with the correct jumpers

② clean the connector

③ replace with the connector

Question 2：Improper fiber connections cause error in measured trace ¡ no trace

Cause： ① Connection is not good

② connector is not aligned correctly

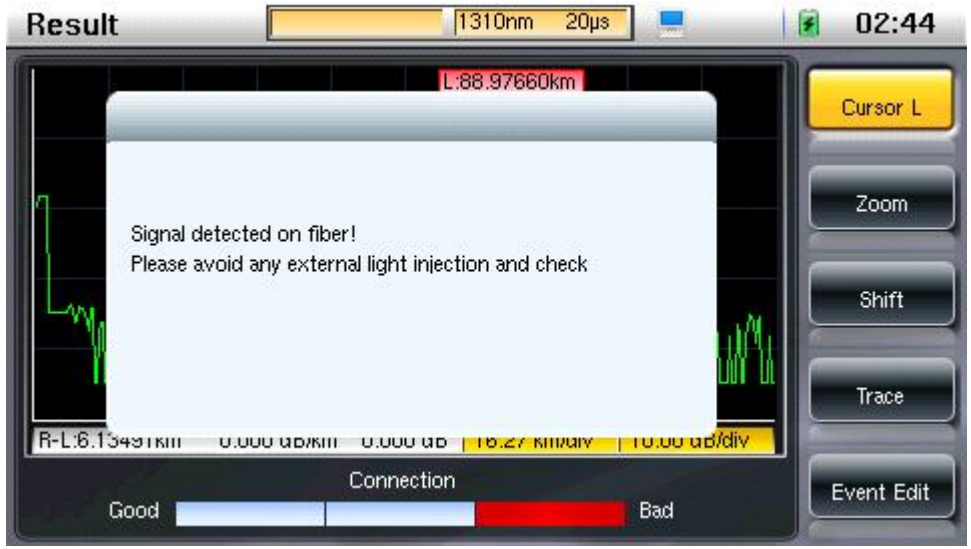
③ positioning bolt is not aligned correctly

Solution ： ① reconnect

② replace with the new connector

back

5.3 Measurement Alarm - Glare Injection



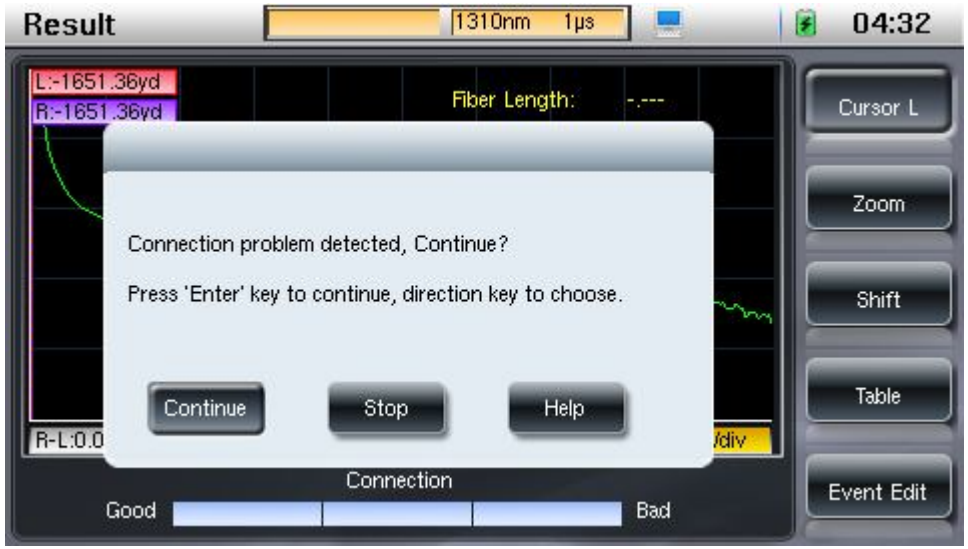
Question: There is glare injection alarm after start of the measurement or in the measurement process.

Cause： exist the light signal in the fiber optic lines

Solution： stop measuring, start measuring after Closing the optical signal in the line. The device will automatically record every glare alarm. Once damaged because of this, the equipment is without the warranty.

back

5.4 Measurement Alarm - Strong Reflection



Question： Generate connecting alarm after start of the measurement .

Causes： Exist seriously bad connection in the equipment ports or connector

Solution ： Stop measuring,, check for damage eccentric, smudges all connectors between the equipment and the patch panel , if the connecting alarm is generated repeatedly, please contact maintenance personnel. Depot for Repair if necessary.

back

5.5 Test Setup Problems

Question 1:	The trace is too short and testing time is too long.
Causes:	The distance range set up is too long.
Solution:	Reset the distance range according to the actual length of fiber or the length measured obtained from auto measurement mode.
Question 2:	Trace is incomplete or measurement failed.
Causes:	The distance set up is too short.
Solution:	Reset distance longer than or equal to the actual length of fiber or select auto measurement mode instead.
Question 3:	Measured events are incomplete.
Causes:	Pulse width is too large.
Solution:	①Select smaller pulse width . ②increase test time.
Question 4:	Trace noise is too large.
Causes:	Pulse width is too small or the measurement time is not enough.
Solution:	①increase the test time. ②increase the pulse width appropriately . ③ set smoothing function to high level.

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5.6 Warranty And Disclaimer

General information:

DVP322 ,this product is unconditionally warranted to be free of defects for a period of one (1) year from the date of delivery. but not including the following：

1 This warranty does not apply to expendable parts such as batteries, optical interface adapter

2 The laser within machine, APD are warranted for a period of one year from the date of shipment

3 The customer replace the optical connector of damage caused by the use of improper or harmful cleaning , the customer are charged for the replacement .

Disclaimer:

1 Any faults are caused by wrong operation due to the user does not comply with the Statute of this manual. Example that the damage of APD and its subsidiary circuit is caused by improperly measuring the optical fiber with the light signal.

2 The warranty label have been removed, any faults are caused by unauthorized repair or modification.

3 Any faults are caused by external mechanical force, immersion, burning hot, severe cold, flames

4 The other devices have engendered any damage or failure of performance because of connecting to the product OTDR.

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5.7 Service And Repair

Send the equipment for the technical service or maintenance:

1 Please contact the customer service center, technicians will determine whether your instrument is detected, repair or calibration.

2 If possible, please backup your data before sending the instrument for repair.

3 Please try to package the instrument with the original package materials. Be sure to include an introduction or report about failure and the phenomenon in detail.

4 Please pay for returning the instrument as the address provided by the service personnel

5 The instrument will be returned with a repair report after repair. If the instrument is under warranty, we will pay the return freight. If the instrument is no longer under warranty, you will be responsible for the cost listed on the repair report.

Note: If the returned equipment is found to be working properly and meet all the applicable standards, all related costs will be charged to the user.

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5.8 Contact us

Nanjing DVP Optical & Electronical Tech Co.,Ltd

Address:4, 5/F Block B Building No.2 , R&D Zone No.1

Xu zhuang Software Park, Xuanwu Ave No.699-8, Nanjing,

China,210042.

Tel: +86 25 8558 2828

Fax: +86 25 8558 2345

Email: dvp@njdvp.com.cn

http://www.dvp.cn

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